

FOCUS

A Newsletter for Physician Office Staff

Volume 16, Number 1

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Route to:



Physician Assistance Program Expanded to Cover Office Staff of Medical Staff Members

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Effective January 1, 2007, the behavioral health counseling services of Preferred EAP became available to the office staff of LVHHN Medical Staff members.

Preferred EAP is the group that operates the hospital's Employee Assistance Program as well as the Medical Staff Physician Assistance Program.

People come to Preferred EAP for a wide variety of reasons. The most common ones are:

- ◆ Marital or relationship difficulties
- ◆ Depression and anxiety
- ◆ Alcohol or drug abuse
- ◆ Family problems
- ◆ Stress from work or personal concerns

If you are unsure about whether the EAP is an appropriate resource for assistance with a personal problem, please call and speak with Preferred EAP staff before making an appointment.

Eligibility

All office staff employees of LVHHN Medical Staff members are now able to use the services of Preferred EAP and are encouraged to do so when the need arises.

Making an Appointment

To make an appointment, call Preferred EAP's office at **610-433-8550** between 9 a.m. and 4 p.m., Monday through Friday, and identify yourself as an employee of a LVH Medical Staff member.

Preferred EAP will ask you for some general information, including a brief description of the problem, so that an appointment can be scheduled with an appropriate counselor.

Number of Visits and Costs

Although the number of visits will vary with the nature and severity of the problem, **up to five 50-minute sessions with Preferred EAP are available to employees of Medical Staff members at no cost.** These sessions are used to assess needs and, when appropriate, provide brief counseling. About half of Preferred EAP's clients resolve their problem within the five-visit benefit.

However, if there is a need for further service or treatment after five visits, a referral will be made to a private practitioner or community resource. The cost of these services may be partially covered by your health insurance plan.

For more information or if you have questions regarding this service, please call Preferred EAP at (610) 433-8550 or (800) 327-8878 or visit their website at

www.PreferredEAP.org



Construction Update

With the ongoing construction at Lehigh Valley Hospital, the following information may be helpful for you and your patients when visiting the Cedar Crest & I-78 campus:

Patient and Visitor Parking

Please encourage all patients and visitors to use the five-level parking deck with free shuttle service to the front entrance and the two-level deck in front of the hospital as well as valet parking.

Emergency Department Renovations

In mid-February, work began to expand the Emergency Department. The door into the Jaendl building will be closed for the next four to five months. Physicians and employees should now enter the building at the door between MRI and Jaendl. A portion of the Emergency parking lot has been fenced off and a new walkway into the Emergency Department is being established. Water line installation and relocation has also begun by the Emergency Department.

A visitor assistant will be posted at the Emergency Department entrance from 6 a.m. to 2 a.m. (20 hours) daily, seven days a week, to assist people dropping off patients and help with parking. When the Emergency lot is full, Security will issue passes to visitors for a lot close by the Emergency Department.

Cancer Center Entrance

The new permanent entrance to the Cancer Center has opened. The new entrance is also the vestibule of the pedestrian bridge on the Cancer Center side.

Center for Advanced Health Care Building

Tenants will begin to move into the building beginning with the CAT scan department of Lehigh Valley Diagnostic Imaging (LVDI) in April. Other tenants will follow through the end of the year. Valley Sports & Arthritis Surgeons will be on the first floor. Cardiac services will be on level two. Level three will be a multi-level tenant services floor; and level four will be occupied by Neuroscience Services.

Pedestrian Bridge

The pedestrian bridge will open in April with the opening of LVDI CAT scan.

Highway Improvements

Trees have been trimmed away from power lines in preparation for utility pole removal along Fish Hatchery Road. Future work will include adding turning lanes, updating signs, enhancing storm drainage and repaving. The projected completion of the construction is November 2007.

Kasych Pavilion

Crews are working to finish exterior windows and glazing. Interior work includes continuation of mechanical/electrical/plumbing rough-ins. Stud work and drywall work have begun on levels one, two and three. Work has begun on elevator cars and platforms.

Construction Maps

An updated construction map (pictured below) with parking information has been distributed to physicians' offices. You can access the map on the internet. Go to www.lvh.org and click on "Parking at CC Just Got Easier" (on the home page). Click on the map to download. Additional copies of the map may also be obtained by calling 610-402-CARE.



To get the latest construction update or if you have any questions, please call 610-402-CARE.

Two New Operating Rooms Open at 17th & Chew

On Monday, February 5, two new operating rooms (ORs) opened in the Ambulatory Surgery Unit at 17th & Chew. The new ORs are located on the third floor in the Schaeffer Wing.

The new ORs incorporate the latest technologies in operating room design, particularly video integration and equipment management. Integration allows routing of video signals from any source (endoscope, room camera, etc.) to any location within and outside the operating room (monitors at the surgical field, video capture device, or even conference room). Room control for video, lights, and some surgical equipment is controlled either at the field or remotely by the circulating nurse. Equipment is centrally mounted on booms to minimize clutter and to

facilitate room setup and clean up. The rooms are designed primarily for arthroscopy but can be adapted for general surgery as well. They will be primarily utilized for sports injury procedures such as ACL repairs, shoulders, elbows, hands, etc.

The new OR's increase the number available in the Ambulatory Surgery Unit to 10 and bring the total across all three campuses to 36.

If you have any questions regarding the new operating rooms, please contact Brian Leader, Administrator of Perioperative Services, at 610-402-8030, or Glenda Garza, Director, ASU Perioperative Services, at 610-969-3582.

Admission Case Manager—Bed Management

To assist physicians with determining appropriate level of care (Observation, Inpatient or Ambulatory), an Admission Case Manager is now working in Bed Management. Currently available during the day shift, Monday through Friday, this resource will be expanded to 24/7 coverage in March. The Admission Case Manager is an excellent resource and will be communicating final determinations regarding level of care to physicians' offices to assure accurate billing.

If you have any questions, please call Susan Lawrence, Administrator, Case Management, at 610-402-1765.

For Your Calendar

The Lehigh Valley Chapter of PAHCOM will hold a conference on **Tuesday, May 8**, at the Holiday Inn Conference Center in Fogelsville.

Registration will be held from 8 to 8:30 a.m., with a Continental breakfast. The morning session – **“Administrative Leadership Core Competencies”** – will be held from 8:30 a.m. to noon. The afternoon session – **“Plugging Revenue Leaks and Maximizing Practice Profits”** – will be held from 1 to 4 p.m.

The featured speaker will be Jennifer O'Brien from Karen Zupko & Associates, a Chicago-based practice management consulting and training firm celebrating 20 years of service to physicians and their practices.

The fee for the conference, which includes a buffet lunch, is \$50 for chapter professionals and \$125 for non-chapter professionals.

For more information, please contact Brenda Foose, CMM, at (610) 628-8372.

The offices of the Greater
Lehigh Valley Independent
Practice Association (GLVIPA)
have relocated to:

**1605 N. Cedar Crest Blvd.
Suite 411
Allentown, PA 18104-2351**

The telephone numbers have
remained the same –

**Phone: (610) 969-0423
Fax: (610) 969-0439**



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FOCUS

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Directories and Telephone Hotlists Now Available through the Internet

Medical Staff directories, which are updated at the beginning of each month, and Telephone Hotlists are now available through the Internet. To access the directories or hotlist, go to: www.lvh.org then select the following links: "Professionals" - "Medical Staff Services" - "Services for New Members of the Medical Staff" - Under "Directories and Lists" select the Telephone Hotlist or directory of your choice.

If you have any questions regarding this issue, please contact Janet M. Seifert in Medical Staff Services at (610) 402-8590.

From the Editor:

Please help us keep our records accurate. If your office manager has changed, please call Janet Seifert in Medical Staff Services at (610) 402-8590.

FOCUS is published for the office staffs of physicians on the Medical Staff of Lehigh Valley Hospital. Articles for the next issue should be submitted by June 1, 2007, to Janet M. Seifert, Medical Staff Services, Lehigh Valley Hospital, Cedar Crest & I-78, P.O. Box 689, Allentown, PA 18105-1556 or emailed to janet.seifert@lvh.com. For more information, please call Janet at (610) 402-8590.